

# Guide for UNDP suppliers using Oracle Supplier Portal for online eTendering

May 2022



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# Introduction

Several of United Nations (UN) Agencies including United Nations Development Programme (UNDP), United Nations Entity for Gender Equality and Empowerment of Women (UN Women), United Nations Capital Development Fund (UNCDF), United Nations Volunteers (UNV), have partnered together to use a unified new ERP system from Oracle Cloud that includes a supplier portal that will manage interaction with suppliers for solicitation process and contract management. This document is intended for any supplier who wishes to do business with any of the aforementioned UN Agencies (Partner Agencies) and to serve as a guide on how to use the online portal system.

The ***Supplier Portal guide*** is intended for individuals or companies who wish to participate in a tenders managed through this portal or register as an authorized supplier to acknowledge and manage contract agreements via the portal.

## 1.2 What is Supplier Portal?

The Supplier Portal module is designed to facilitate Supplier interactions during tender process and later for contract management. The system aims to enhance the integrity and transparency of the procurement process and enables the streamlining of the processes: Suppliers can use online portal to view solicitation documents, submit their bids, communicate with procurement office, etc.

The Supplier Portal system addresses UN's fundamental procurement values, such as **fairness**, **integrity**, **transparency** and **accountability**.

**Some of the main benefits of the system are:**

- ✓ **No late submissions are accepted:** The system will automatically not accept any bid after the deadline.
- ✓ **Electronic sealed bids:** The system encrypts the bids submitted in the system and does not allow anyone to view any information provided before the bidding deadline.
- ✓ **Electronic stamping of the bids:** The system stamps all information submitted by suppliers and prevents anyone from altering, deleting, or adding anything to the bid after the deadline for submission.
- ✓ **Streamlines the bidding process:** Suppliers can register in the system, retrieve all information and solicitation documents, submit their bid online, edit it directly in the system, and receive automatic notifications once the evaluation is finalized and the contract is awarded.
- ✓ **Provides an audit trail:** As the Supplier Portal system records all activity in the system, it keeps an audit trail for increased accountability and transparency.

## 2.0 Register Supplier Profile

*Suppliers using Supplier Portal for the first time must register for a Supplier User Account before participating in any online tender. This section provides a brief overview of the supplier registration process, how to log in to begin registration, and how to register your Supplier profile.*

- [Overview of the Supplier Registration](#)
- [Step 1: Enter the company details](#)
- [Step 2: Enter the contact \(user\) details](#)
- [Step 3: Enter the company address](#)
- [Step 4: Select the Business classifications](#)
- [Step 5: Select the Products & Services](#)
- [Step 6: Complete the questionnaire and finish the registration](#)
- [Set the password and login to the system](#)

You should register for an account only once. If you do not remember username or password, use "forgot password" feature to reset it.

# Overview of registration process

The first time a bidder enters eTendering, a one-time registration process is required. Bidders only register once, and thereafter enter eTendering with their own username and password.

## Action 1

Compile the required information needed for the registration

## Action 2

Click the link for Supplier registration

## Action 3

Register Supplier Profile Details

## Action 4

Create password and login the system

### Mandatory:

- ✓ D-U-N-S number (if you have one) and taxpayer ID or Tax registration number.
- ✓ Company name as legally registered.
- ✓ Contact details for maintain the account. Read more details in the guide.
- ✓ Legal address of the company.
- ✓ Documentation required if your company falls under one of the categories as explained in the guide.
- ✓ Document about women ownership status of the company if relevant.

### Recommended:

- ✓ Brief description of the company profile.
- ✓ Copies for company registration documents.
- ✓ Copies of following documents if you possess them:
  - ✓ ISO 9001, ISO 14001, ISO 14064, or equivalent;
  - ✓ Internal company policy documents relevant to these quality requirements;

## Action 2: Click on the link for Supplier Registration

To start the registration of your supplier profile please click [here](#).

Alternatively, you may open any of the open procurement notices published on the UNDP Procurement Notices website and click on the Supplier Registration link.



### IMPORTANT

If you are already registered in the system but do not remember your password, please **do not register again**.

Please click [here](#) to login the system with your User ID (email address) and the password. If you have forgotten your password, you need to click on the ***Forgotten Password*** link and create a new password.

# Action 3: Register Supplier Company Details

## Step 1: Enter the Company Details

\* Company

\* Tax Organization Type

\* Supplier Type

Corporate Web Site

Attachments None +

In the first step of registration, the supplier must enter/select the following Company Details (all fields marked with \* must be filled):

- **Company (name)**
  - ✓ Must correspond to the name recognized and registered in relevant registration office.
  - ✓ Special characters are not permitted for names.
  - ✓ If the company name, you are trying to enter in the system already exist you will receive an error message. Check Helpdesk section for instructions on how to proceed.
- **Tax Organization Type** Select one of the options from the dropdown menu.
- **Supplier Type** Select one of the options from the dropdown menu. Companies should select the option Supplier. Individuals should select the option Individual – Contractor.

### Optional:

- Enter the link for **Corporate Web Site**.
- Add relevant documents (if any) in the **Attachments**



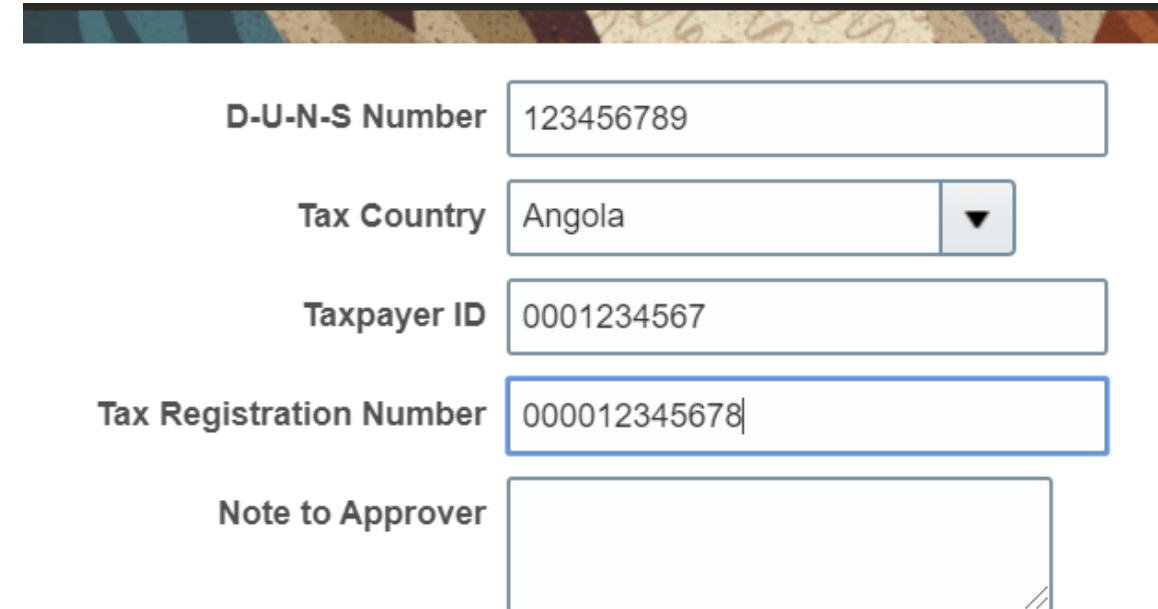
## Action 3: Register Supplier Company Details

### Step 1 (continued): Enter the Company Details

Enter a value for at least one of these fields:

- **D-U-N-S Number** (it should contain 9 or 12 digits)
- **Taxpayer ID**
- **Tax Registration Number**

The Taxpayer ID and the Tax Registration Number are greyed out by default. Please select the **Tax Country** first and the other fields will open for completion.



The screenshot shows a registration form with the following fields:

- D-U-N-S Number**: A text input field containing the value "123456789".
- Tax Country**: A dropdown menu with "Angola" selected and a downward arrow icon.
- Taxpayer ID**: A text input field containing the value "0001234567".
- Tax Registration Number**: A text input field containing the value "000012345678".
- Note to Approver**: A large, empty text area for a note.

## Action 3: Register Supplier Profile Details

### Step 1 (continued): Enter the company details

**Country of Origin** Select a country from the dropdown menu.

**First/Last name:** Name of the person authorized by your company to use the system and represent the company.

**Email address:** Must be a valid email address for your company. Please note that this e-mail address will be used as User ID to login the system and all future communication from the system will be sent to this address.



### IMPORTANT

To avoid issues and keep control of your supplier profile in case the employee working on the bids submission leaves the company, please use a generic e-mail address that multiple employees of your company have access to.

#### Additional Information

\* Country of Origin

National Identifier

UNGM Vendor ID

#### Your Contact Information

Enter the contact information for communications regarding this registration.

\* First Name

\* Last Name

\* Email

\* Confirm Email

**UNGM Vendor ID** If you are already registered on the UNGM Website, enter your UNGM Vendor ID.

Once all the info is entered, click "Next" or "Contacts" to go to the next step.

## Action 3: Register Supplier Profile Details



### Tip

The system times out after a certain time of inactivity and any unsaved changes will be lost. To save the data entered at any moment prior to completing the registration and to be able to continue working on the registration later, please click the "Save for Later" button.

The system will send an e-mail to the e-mail address entered at Step 1 of the registration, containing a link that you should click to continue the registration.

### Step 2: Review the Contact(s)

On Step 1, you entered the contact details (first, last name and the e-mail address). On this page you can add more contacts, however we advise you to initially keep one contact only.

More explanation is provided in the [Maintain supplier profile](#) section (insert hyperlink).

To go to the next step, please click "Next" or "Addresses".

**Register Supplier: Contacts** ?

Enter your text here  
Enter your text here  
Enter at least one contact.

Back Next Save for Later Register Cancel

Actions View Format + Create Edit Delete Freeze Detach Wrap

Name	Job Title	Email	Administrative Contact	Request User Account	Edit	Delete
One, User		UNDPtenders@abcexpim...	✓	✓		

Columns Hidden 7

## Action 3: Register Supplier Profile Details

### Step 3: Enter Company address

In Step 3, click **Create** to enter the supplier address.

Please pay special attention to the selected country. For all bidder profiles, the system will automatically default the country to USA. If this is not the correct country for the bidder address, please make sure to change it accordingly. by clicking on **Search** in the **Country** dropdown menu. Then, search and select the correct country from the drop-down menu.

# Action 3: Register Supplier Profile Details

## Step 3: Enter Company address - continued

Enter the info for all fields marked with \*.

Enter the Address Name (e.g. Main, HQ. etc).

Check the box "RFQ or Bidding".

Once you complete the required info, click OK. To go to the next step click "Next" or "Business Classifications".

Create Address

\* Address Name

\* Country

\* Address Line 1

Address Line 2

Address Line 3

\* City

State

Postal Code

\* Address Purpose ☐ Ordering  
☐ Remit to  
☒ RFQ or Bidding

Phone

Fax

Email

Address Contacts

Select the contacts that are associated with this address.

Actions View Format Freeze Detach Wrap

Name	Job Title	Email	Administrative Contact	User Account
No data to display.				

Columns Hidden 4

Create Another OK Cancel

Register Supplier: Addresses

Enter your text here

Enter your text here

Company Details Contact Address Business Classifications Products and Services Questionnaire Review

Back Next Save for Later Register Cancel

Actions View Format Create Edit Delete Freeze Detach Wrap

Address Name	Address	Phone	Address Purpose	Edit	Delete
Main	Street name and number,BONGUI FINDA UIGE,ANGOLA	+244 (20)24603...	RFQ or Bidding		

Columns Hidden 3

## Action 3: Register Supplier Profile Details

### Step 4: Select the Business classifications

Click the + button to add a Business Classification. Then, select one of the options from the dropdown menu in the "Classification" field.

If you cannot identify any option in the list which describes the classification of your company's business, select the row and click the X icon. Then, check the box "None of these apply".

Once you have completed this section, click on **"Products and services"** or **"Next"**.

The screenshot shows the 'Register Supplier: Business Classifications' form. At the top, there is a progress bar with 7 steps: 1. Company Details, 2. Contacts, 3. Addresses, 4. Business Classifications (highlighted in green), 5. Products and Services, 6. Questionnaire, and 7. Review. Below the progress bar, the title 'Register Supplier: Business Classifications' is displayed, followed by two text input fields labeled 'Enter your text here'. A 'Back' button and a 'Next' button are on the right. Below the input fields, a message states 'Enter at least one business classification or select none applicable.'.

The form contains a table with the following columns: \* Classification, Subclassification, Certifying Agency, Other Certifying Agency, Certificate, and Start Date. The table is currently empty. Above the table, there is a checkbox labeled 'None of the classifications are applicable' which is unchecked. To the left of the table, there are action buttons: Actions, View, Format, a red box around a '+' button, a red box around an 'X' button, Freeze, Detach, and Wrap.

The second screenshot shows the form after the 'None of the classifications are applicable' checkbox is checked (highlighted with a red box). The '+' button is now disabled (grayed out) and the 'X' button is highlighted with a red box. The table is still empty, but the 'Classification' column header is now highlighted in blue, and a red box is around the dropdown arrow in the first row of the table. A black arrow points to the red box.

# Action 3: Register Supplier Profile Details

## Step 5: Select Products and services

Click on **"Select and Add"** icon.  
You can select a whole category by checking the box for the category you wish to add.

You can expand each Product/Service category and see all the sub-categories by clicking the **Expand** icon. Then, you can select a more specific sub-category that best describes the product/service that your company offers by checking the appropriate box.

You can select multiple choices (categories and/or subcategories). Then click OK.  
To remove a selected category/subcategory from the list, select it in the list and click the **"X-Remove"** icon.

To move to the next step, click **"Next"** or **"Questionnaire"**.

✓

Company Details

✓

Contacts

✓

Addresses

✓

Business Classifications

5

Products and Services

6

Questionnaire

7

Review

Register Supplier: Products and Services

Enter your text here

Enter your text here

Enter at least one products and services category.

Back

Actions View Format Select and Add Remove Freeze Detach Wrap

Category Name	Description
No data to display.	

Select and Add: Products and Services

Search

Category Name

Description

Search Reset

View Format Freeze Detach


Select	Category Name	Description
<input type="checkbox"/>	Building	Building
<input type="checkbox"/>	Building and facility maintenance and repair services	72100000 - Building and facility maintenance and repair services
<input checked="" type="checkbox"/>	Heavy construction services	72140000 - Heavy construction services
<input type="checkbox"/>	Nonresidential building construction services	72120000 - Nonresidential building construction services
<input type="checkbox"/>	Residential building construction services	72110000 - Residential building construction services
<input type="checkbox"/>	Specialized trade construction and maintenance ser	72150000 - Specialized trade construction and maintenance services
<input type="checkbox"/>	Food	Food
<input checked="" type="checkbox"/>	IT	IT
<input type="checkbox"/>	Business function specific software	43231500 - Business function specific software
<input type="checkbox"/>	Call management systems or accessories	43221500 - Call management systems or accessories

Columns Hidden 1

Apply OK Cancel

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## Action 3: Register Supplier Profile Details

### Step 6: Complete the Questionnaire, review the data and finalize the registration

#### Register Supplier: Questionnaire

Enter your text here  
Enter your text here

Attachments None

#### Questions

##### Corporate Profile (Section 1 of 3)

#### Section

- 1. Corporate Profile
- 2. Women Owned Org Details
- 3. Supplier Portal T&C

- \* 1. Supplier Registration - Year of Incorporation  
Please Enter Year in YYYY (Ex: 2020) format

- \* 2. Indicate Number of Full Time Employees

- \* 3. Provide a Brief Summary of Company Profile and Main Area of Expertise

There are multiple sections with questions in the Questionnaire. Some of the questions require selecting one option or multiple options from a list of answers. Other questions require a textual answer. Please provide as much as possible a comprehensive answer to these questions. Most of them will be included in specific tenders and when you will prepare your bid response the answers provided at the registration will automatically appear (you will not need to answer them again).

Some of the question that you will answer with the option "Yes" will require to upload a scan of the supporting document. Please follow the steps explained on the next page.

To move from one section to another, click on the corresponding section listed under **Sections** or the **"Next Section"/"Previous Section"** at the bottom of the page.



## Action 3: Register Supplier Profile Details

### Step 6: Complete the Questionnaire, review the data and finalize the registration - continued

Click on the + below the response "Yes" to add the required attachment.

Click again on the + and then the button "Choose File". Select the file you wish to attach, enter the description in the "Description" field and click OK.

Repeat the same process for each question required a supporting document to be attached.

To move from one section to another, click on the corresponding section listed under **Sections** or the **"Next Section"/"Previous Section"** at the bottom of the page.

- \* 4. Do You Possess a Quality Assurance Certificate, for example ISO 9001. If yes, provide a copy
  - ☒ a. Yes
  - \* Response Attachments **None +**
  - ☐ b. No
- \* 5. Does Your Company Have a Corporate Environmental Policy or Environmental Management System such as ISO 14001 or ISO 14064 or Equivalent?
  - ☒ a. Corporate Environmental Policy
  - Response Attachments **None +**
  - ☐ b. ISO 14001
  - ☐ c. ISO 14064
  - ☐ d. Other, Specify in Notes
  - ☐ e. None

#### Attachments

Actions ▼ View ▼ **+** ✕

Type	* File Name or URL	Title
File ▼	<b>Choose File</b> No file chosen	<input type="text"/>

Rows Selected 1 Columns Hidden 1

## Action 3: Register Supplier Profile Details

### Step 6: Complete the Questionnaire, review the data and finalize the registration - continued

Review Supplier Registration: XYZ Export - Import

Enter your text here  
Enter your text here

Company Details

Company: XYZ Export - Import

Tax Organization Type: Company/Corporation

Supplier Type: Supplier

Corporate Web Site

D-U-N-S Number: 345282930

Tax Country: Angola

Taxpayer ID: 36485930234

Tax Registration Number: 3494583234

Note to Approver

Additional Information

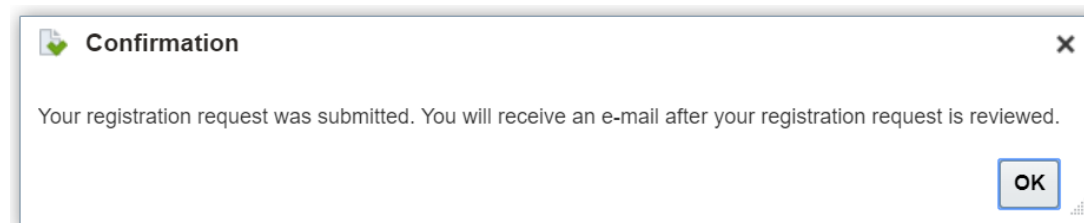
Country of Origin: Angola

National Identifier

UNGM Vendor ID

To review the data entered at all registration steps, click on "Review".

To finish the registration, click the "Register" button. A confirmation message will pop-up on your screen confirming that the registration was submitted.



## Action 4: Create password and login to the system

**After completing the registration, you should receive three automatically generated e-mails. If the emails are not in the Inbox, verify the Spam/Junk mailbox of your email address.**

The first e-mail confirms that the Supplier registration was recorded in the system. This does not mean that the profile was successfully created.

Supplier Registration Request 28004 Is Received [Inbox x](#)

ecaa-dev4.fa.sender.1@workflow.mail.em2.cloud.oracle.com  
to supplier guideUN

This email is to confirm that your registration to the supplier online portal has been recorded in the system.

### UNDP(UNDP-PSU)

You should receive soon another notification containing a link to reset password. If you do not receive such email, something is not correct with your registration, most probably an account already exists with same company name. Please use "Forgot password" feature to reset your account password, following the instructions in the user guides. If you still need support, contact focal point of the tender you wish to participate.

Request Number	28004
Request Date	28 June 2021
Requested By	Guide, Supplier
Company	Supplier Guide 2



### IMPORTANT

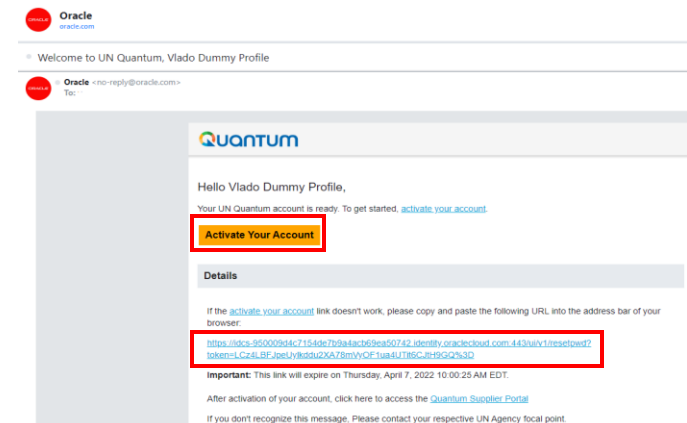
**Verify both the Inbox and the Spam/Junk mailbox of your email address.**

If you did not receive the second and the third e-mail with the link to reset the password and login the system, the registration of your Supplier profile was **not successful**. The reason could be one of the following:

- a Supplier Profile is already registered in the system with the same company name;
- a Supplier profile is already registered in the system with the same user/contact e-mail address.

***For assistance, please contact the procurement focal point managing the tender you are interested to participate.***

If the Supplier profile was successfully created, you should receive a second e-mail generated from the system. This e-mail contains a link to Activate Your Account, set your password and login the system. Click on *Activate Your Account button* or copy/paste the URL from the email into the address bar of your browser.



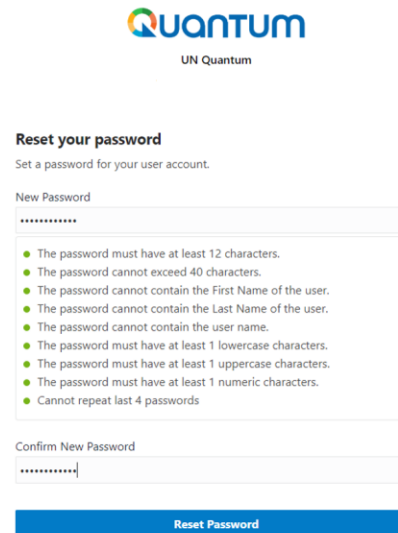
## Action 4: Create password and login to the system (continued)

The Password Setup page will open. Enter your password. Retype/Confirm your password.

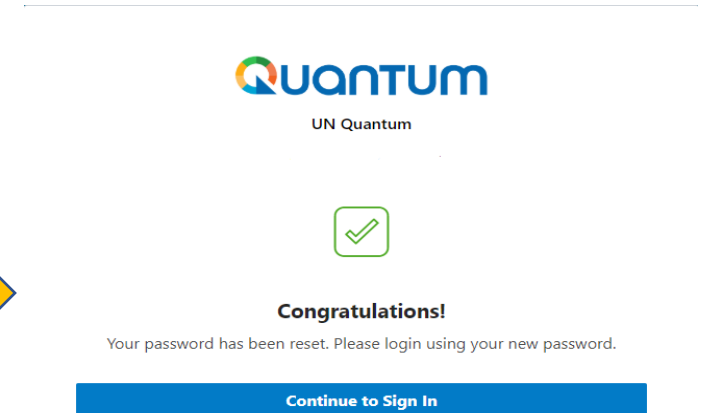
Click the button **"Reset Password"**.

If the setting up password was successful, a confirmation message will popup on your screen and a confirmation email will be sent to your email address.

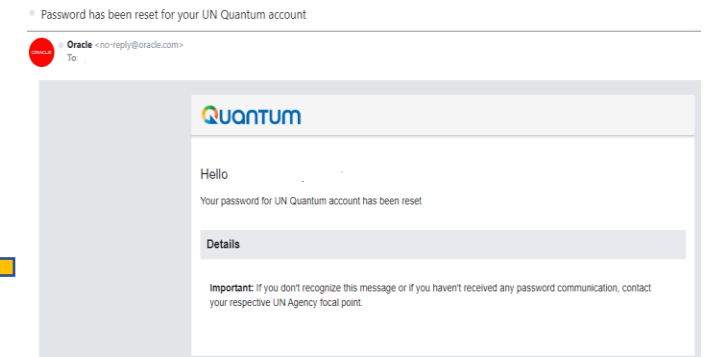
Click on *Continue to Sign In* to go to the Quantum Login page. Alternatively, one of the emails that you received contains a link to login to the system. Click on [Access the application](#), enter your login credentials (your e-mail address as a User ID and the password you set) and click the "Sign In" button.



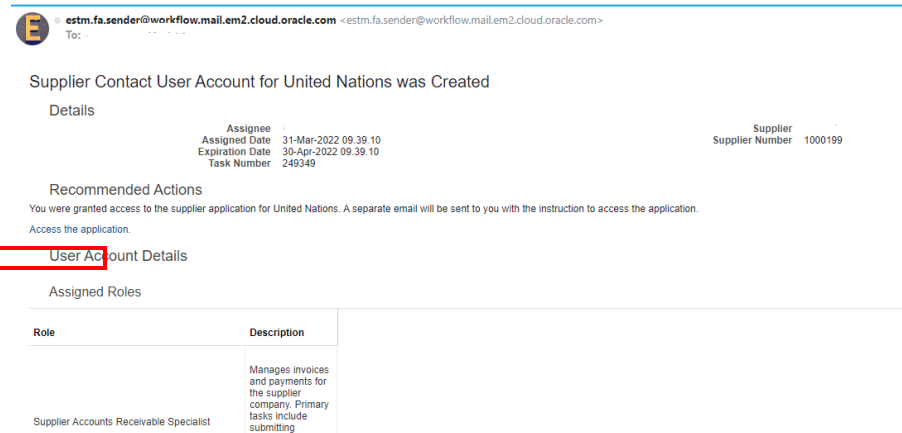
The screenshot shows the 'Reset your password' page for UN Quantum. It includes a 'New Password' field with a list of password requirements: at least 12 characters, not exceeding 40, not containing the first or last name of the user, at least 1 lowercase character, at least 1 uppercase character, at least 1 numeric character, and not repeating the last 4 passwords. Below this is a 'Confirm New Password' field. A blue 'Reset Password' button is at the bottom.



The screenshot shows a 'Congratulations!' message from UN Quantum. It states 'Your password has been reset. Please login using your new password.' and features a blue 'Continue to Sign In' button.



The screenshot shows an email from Oracle with the subject 'Password has been reset for your UN Quantum account'. The email body says 'Hello' and 'Your password for UN Quantum account has been reset'. It includes a 'Details' section with an important note: 'If you don't recognize this message or if you haven't received any password communication, contact your respective UN Agency focal point.'



The screenshot shows an email from 'estm.fa.sender@workflow.mail.em2.cloud.oracle.com' with the subject 'Supplier Contact User Account for United Nations was Created'. It includes details about the account creation, recommended actions, and a table of assigned roles.

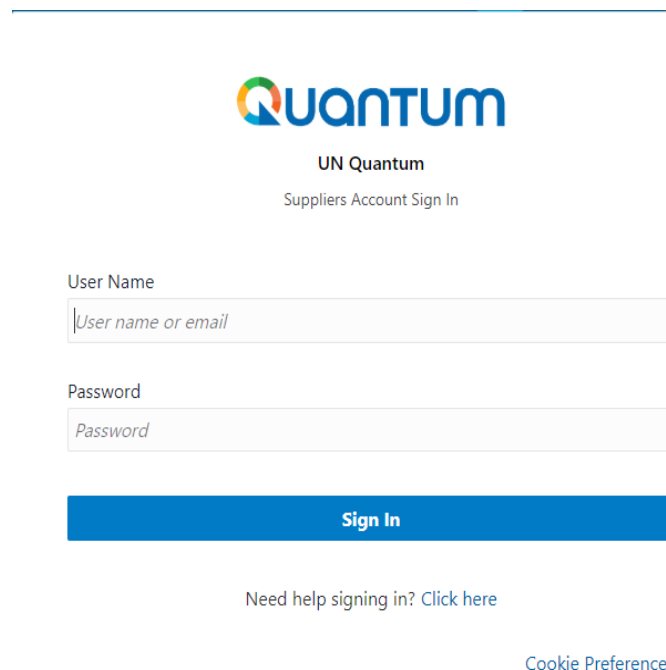
Role	Description
Supplier Accounts Receivable Specialist	Manages invoices and payments for the supplier company. Primary tasks include submitting

## Action 4: Create password and login to the system (continued)

Enter your User Name (the email addressed registered with your profile) and the Password. Click on *Sign In*.

The Quantum system contains a secure verification and gives you another layer of security for your Supplier Profile.

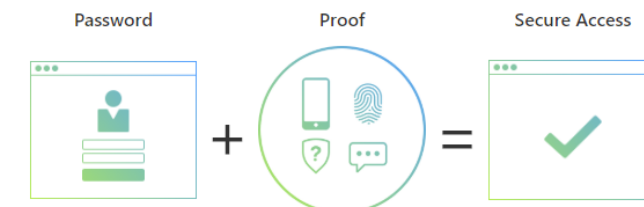
Click on *Enable Secure Verification*.



UN Quantum

### Enable Secure Verification

Secure verification methods prove who you are. Two types of verification methods are passwordless and multi-factor authentication (MFA). Passwordless verification allows you to verify your identity without requiring you to remember a password. MFA is an extra security step to the authentication process. Your administrator might have set up one or both verification methods and require that you enroll in them before accessing your account.



Click below to enable secure verification methods for your account.

[Enable Secure Verification](#)

[What is Secure Verification?](#)

## Action 4: Create password and login to the system (continued)

At this moment, the Quantum system offers the Secure Verification Method using the email address that you entered at the registration. Click on *Email*. ➡

You will receive shortly an email to the email address registered with your profile a one-time passcode for your UN Quantum Supplier account. The passcode is valid for 30 minutes. Enter the code and click on *Verify Email Address*.



UN Quantum

### Select Your Default Secure Verification Method

You have already set up one or more recovery methods. We will use these same methods for Secure Verification.

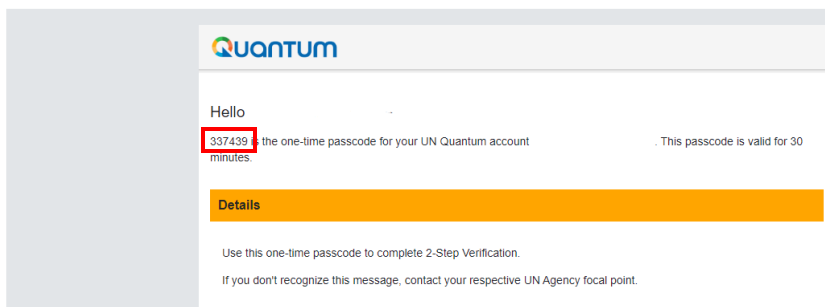
☐ Email

What is Secure Verification?



Your UN Quantum One-Time Passcode

Oracle <no-reply@oracle.com>  
To: "



UN Quantum

### Select Your Default Secure Verification Method

You have already set up one or more recovery methods. We will use these same methods for Secure Verification.

☐ Email

An email that contains a verification code has been sent to

Code

337439

Resend code

Verify Email Address

What is Secure Verification?



## Action 4: Create password and login to the system (continued)

A confirmation message will pop-up on your screen. Click on *Done*.

You are now logged in to the Quantum Supplier Portal with your Supplier profile.

